

**Iowa Department of Revenue eFile Pay
FAQs for Bulk Filers**

Category	Question	Answer
BEN	Will employers need to complete an application to be assigned a BEN?	Existing taxpayers were mailed a BEN. New taxpayers will receive a BEN when they register with the department.
BEN	How soon should employers and service providers expect to obtain their BEN after applications are filed?	Application processing and BEN issuance could take as long as 30 days. That is why it is important for new employers to register as soon as possible.
BEN	Does the e-file transaction layout require both the service provider BEN as well as the BEN for each of the transactions on the transmission?	Yes. The service provider BEN and taxpayer BEN are required for each transaction on the transmission. Client BENs can be obtained from the taxpayer or from the department through electronic file exchange. The file requirements and other details for requesting the BEN file exchange are available on this Web site.
BEN	Will service providers have access to client data such as BENs online?	Client BENs can only be obtained from the department as explained above. BENs can always be obtained directly from clients.
BEN	If for reasons unforeseen a service provider is unable to obtain the BEN for a given client, is there a "default" BEN that could be used until the valid BEN has been updated to our files?	No. All taxpayers must be registered with a valid taxpayer ID and valid BEN.
BEN	Is the BEN an amendable field? Will it ever change?	Once the BEN is assigned, it will not change.
Data edits	Will there be any level edits other than for invalid or unregistered accounts? How will errors be treated? Are there tolerances for acceptable errors?	This Web site includes a list of error codes as well as a detailed explanation of the edits invoked. Any records in error will be rejected. There are no tolerances. However, the payment amount may exceed the amount due by a dollar to account for rounding differences.
Filing	For tax periods <i>prior</i> to implementation of eFile & Pay, what would be the expectation if a notice for a missing filing has been received? Would a copy of the previously-filed paper form continue to suffice to clear account?	The same procedures as used in the past should be used to resolve issues for tax periods in 2004 or earlier. This includes amending returns.
Filing	It's understood that an e-filed return made with an invalid or unregistered ID will be rejected; however, the deposit might be accepted. What is the ramification to Iowa employers for whom a timely deposit was made, but return is remitted by ADP-after due date?	When an e-filed return is rejected, any e-payment made <i>with</i> the return will also be rejected. If payment is made through other methods, those payments will most likely be accepted, but will need resolution because the employer is not registered. The department is working on a solution which will mitigate the problem of unregistered accounts, but will not totally eliminate it.
Filing	What is considered "timely" with regard to sending a check payment and e-filing the return?	Both the return and the payment are due on or before the due date. Electronic transactions must be submitted prior to 4:00 PM on the due date in order to be considered timely. Paper payments must be postmarked on or before the due date. If the due date falls on a weekend or a holiday, the due date is the next business day.
Filing	Will there be any type of "grace period" for the turnaround time on corrections/resubmissions?	Since transactions must be submitted on or before the due date, all corrections must be made and submitted by the due date.
Filing	Semi-monthly and monthly filers using the current EFT system do not file quarterly returns. Are all employers now required to submit quarterly returns?	Yes. All taxpayers with semi-monthly, monthly or quarterly filing frequencies must submit a quarterly e-file return.

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Filing	How much time do I need to plan for if I want to check the results of the bulk e-file before submitting payments separately? How quickly will results be available after submission of the bulk file?	If you are not submitting an e-payment with the e-filed deposit or return, you will want to make sure the deposit/return is not rejected prior to sending payment. The payment may not be applied appropriately to the taxpayer's account. The time it takes to submit your file to the host system depends on the size of your file and the speed of the Internet connection. In general, the file should be uploaded within 5 minutes. The actual time it takes to process the file will depend on the type of data and availability of the host batch processing system. You will see the progress of your file including the percentage complete.
Filing	If I have one additional client to submit a return for, should I submit a bulk file?	You may submit a bulk file with one transaction or you may login using the file for a single client option.
Filing	Are zero returns required?	Yes. There should be an e-filing for every period – even if they have had zero withholding.
Filing	What is the process if we are making a late payment? Do we submit it like a regular payment?	Yes. The filing process is the same for late payments as it is for timely payments.
Filing	If we need to make an additional payment for the same period, how does it reconcile? Do we file an additional coupon with payment and the amount will add to the original coupon filed? Or is there a separate process?	You will file as return type "A" with amended deposit or return information. The payment amount should match the actual payment with the amended transaction. Our programs process all transactions for the tax period when calculating the quarterly return.
Filing	For the Quarter Reconciliation, is it required for all filers (semi-monthly, monthly and quarterly) or is it just done to reconcile quarterly filers?	The quarterly return is required for all filer types.
Payment	Can payments be submitted via paper? Is a voucher required?	The best method for submitting payments is to e-pay with the e-filing. This ensures the payment is applied to the correct filing. A paper payment may be submitted after the e-file submission. A scannable voucher must be submitted with a paper payment. You may obtain the scannable voucher from the taxpayer. Or you may work with the department to get approval for generating scannable vouchers. To obtain approval for creating scannable vouchers, please contact Deb.Dotzenrod@idrf.state.ia.us . Semi-monthly filers are required to e-pay.
Payment	To e-pay through the batch loader application, is pre-validation of the routing/transit numbers required?	There is no pre-validation of bank information.
Payment	What other e-pay methods are available?	ACH Credit and credit card are also available outside this application.
Payment	Should the e-file return show an amount due in the file or is that only if they are making a payment?	All e-file transactions should show the amount due even if the payment amount is zero.
Payment	If we are rounding payment amounts (no decimal) on the return, should we round the payment to match?	Yes. Payments should match the amount reported as amount paid on the e-filing.
Payment	If we are submitting payment through ACH Credit or paper check, what do we put in the bank information fields?	If you are not submitting an e-payment with the e-file, the bank information fields (routing, transit, account, type) should be left blank.
Payroll Software	If a service provider uses a software package to determine the proper tax due, must that software be certified?	No software certification is required or offered.

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Permit	What should be put in the client permit number field if no 3-digit suffix is added? Are zeroes or blanks valid?	All taxpayers have been issued a 12-digit permit number which includes their FEIN and a 3-digit suffix for the location they are filing from. If they do not know their permit number, they should contact the department to obtain it. The 3-digit suffix is 001 or greater. You may default to 001, but if this does not match department files, the transaction will be rejected.
Sales Tax	When will sales tax e-file be implemented? When will record layouts for sales tax be available?	Sales tax e-file will be implemented in July 2005. Record layouts will probably be available in early April.
Testing	When will you be ready to test?	You can already begin testing your file formats for withholding through the existing Web application (<i>click on demo mode after login</i>). The DWI test performs the same checks that the batch loader will. The file configuration process is the same for DWI and Batch Loader.
Testing	Will you provide a separate test address/environment?	No. Please use the DWI demo mode to test your files.
Testing	To what level of detail can files be tested? Will edits and acknowledgments be tested?	You may test using the existing DWI process <i>in demo mode</i> . The only difference between DWI and Batch Loader is the actual transmission process. The file configuration, file format and edit process are the same. File configuration and data edit checks are run in demo mode and results are provided.
Transmission	How is the data transferred through bulk filing?	When the bulk filer submits a data file through DWI or the batch loader tool, the transfer of data would be across 128 bit SSL. The results are sent back through the same SSL. The state is retrieving files from the Web server running FSecure secure FTP. The encryption level is AES-128 bit. There are no VPN connections being used. However, the files are encrypted using PGP and the server is accessed with port forwarding. Bulk filers will not use this method to supply the system with files.
Transmission	What are the specifications for method of transmission?	The transmission specifications for DWI (Dynamic Web Import) method of bulk filing is currently available on the Web site. The Batch Loader Method of bulk filing is available in the Batch Loader user documentation which is also available on the Web site. Both transmission methods allow for the submission of an ASCII text file in a user defined configuration which is transmitted through SSL to the department's Web server.
Transmission	Is it acceptable to modify the EFT Addenda record to include the data elements required by the department rather than developing a new return?	This is not an option. We are not set up to process addenda records.
Transmission	What are the standards bulk filers need to follow to differentiate between various incoming/outgoing files (acknowledgements, warnings)?	Bulk filers may use their own naming standards for data files to be transmitted to the department. Once transmission is complete, results may be saved using the bulk filer naming standards. Results through either DWI or batch loader allow for saving results for all records transmitted and/or separately saving files for accepted or failed records.
Transmission	What is the maximum file size that the agency will be able to accommodate?	10 MB
Transmission	Will multiple files sent simultaneously be accepted?	Service providers need not worry about issues such as this as long as each file does not exceed the maximum size. However, if multiple files are sent, they will be processed sequentially. Once the first file is completed, the next one will start.

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Transmission	Is it possible to initiate all the "send/receive" with Iowa using FTP and PGP? All that's needed is the normal site, security profile, exchange PGP public key, and the details of the transaction(s).	You will need to initiate sending your file through the methods available. Either the Direct Web Interface (DWI) or the batch loader tool.
Transmission	How will encryption be performed through the file exchange?	There is no FTP and therefore, no encryption. All transmission are sent via SSL.
Transmission	Does software require port forwarding?	No port forwarding is required.
Transmission	Does the bulk filer need to open Internet firewall to support the ephemeral ports?	Port 443, which is a standard for SSL, is used.
Transmission	Are there any active/passive considerations?	No
Transmission	What file naming conventions have you set up?	You determine your own file naming conventions for the files you send. It is important to place the transmission files in a folder that is accessible to the user submitting the job through the batch loader tool.
Transmission Results	For batch load and DWI transactions, will the confirmation number be at the transaction level or file level?	A unique confirmation number is provided for each transaction filed. E-payments will carry a different confirmation number than the corresponding return, even if payment was made at the time the return was filed.
Transmission Results	How long will it take for the confirmation number to be received?	Once the file is sent, it is processed and results are sent back - amount of time depends on number of records and will vary from a few minutes to an hour.
Transmission Results	How long will acknowledgements be stored out on the department's Web site?	The results obtained from using the batch loader tool will remain on the Web site for 30 days. You may save any results for your use for as long as you like. The full file results obtained through DWI are available only while initially displayed upon completion of the transmission. You may save the results for your use. You may look up e-file information for individual clients at any time.